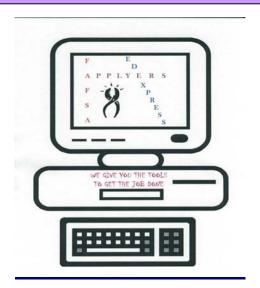
Students

Application Processing



Team Roster

DARIA ADAMS
EDITH BELL
JAMETTE BELL
ROBERT BERRY
KEVIN BLACK
MARIA CARMONA
NINA COLON
MARYA DENNIS
KENNETH FAISON
ANGIE IWANICKI
GREG JAMES

GINGER KLOCK
MARILYN LEBLANC
IDA MONDRAGON
SUSAN MOORE
SHERLENE MCINTOSH
YVETTE PAYNE
NANCY REYNOLDS
JEANNE SAUNDERS
YVONNE SOMERVILLE
JACKY STRICKLAND
PAULA VALENTIN
PRISCILLA ZINK-MULFORD

Performance Score

FSA Enterprise Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal			
Customer Satisfaction	72.9	74.2				74.4 (2002)			
(Scale $1 - 100$)									
Employee Satisfaction	3.51	3.74				3.60 (2004)			
(Scale 1 - 5)									
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)			
Integrity: Achieve a Clean Audit & Get Off the High Risk List									

Team Results

		2000	Q2- 2001	Q4-2001	Q2-2002	Q4- 2002
CUSTOMER SATISFACTION	ACSI	70	82			
	Other survey					
EMPLOYEE SATISFACTION		4.01	4.03			
UNIT COST	Your Contribution		\$4.21		\$5.71	
	Other					

Contributions

Status

- Increase the number of FAFSA's filed electronically form 5 million last year to 6.5 million in FY02 with 55% via our web product. (Customer satisfaction, employee satisfaction, reduce unit cost)
- Process all paper and electronic FAFSA's with an average turnaround time of 6.5 days or less. (Customer satisfaction, reduce unit cost)
- Develop and deploy a re-engineered FAFSA on the Web product that includes Features our customers' want, based on an architecture that is compatible with Modernization objectives that is scalable. (Customer satisfaction, employee satisfaction, reduce unit cost)
- Publicity build partnerships with Aid Awareness, CAMS, Build Knowledge.
 (Customer satisfaction, employee satisfaction, reduce unit cost)
- Self-promotion promote in states and regions to benefit schools and employees – FAA web page up in March. (Customer satisfaction, employee satisfaction)